



## **Deliverable 91.1.4 – Conference Room Pilot**

### **DMCS Replacement Project**

July 12, 2002

# Table of Contents



- **CRP Objectives and Approach**
- **Project Overview**
- **High Level Collections Overview**
- **Solution Definition**
- **CRP Gap Analysis Summary**
  - Business Requirements Gap Summary
  - Technical Requirements Gap Summary
- **Solution Development Approach**
  - Quester Development Approach
  - Siebel Development Approach
- **Final Recommendation**
- **Next Steps**
- **Appendix**
  - A – Functional Requirements Gap Details
  - B – Technical Requirements Gap Details
  - C – Mitigation Strategy for Technical Gaps
  - D – “As-is” Functional Specification
  - E – “As-is” Technical Specification

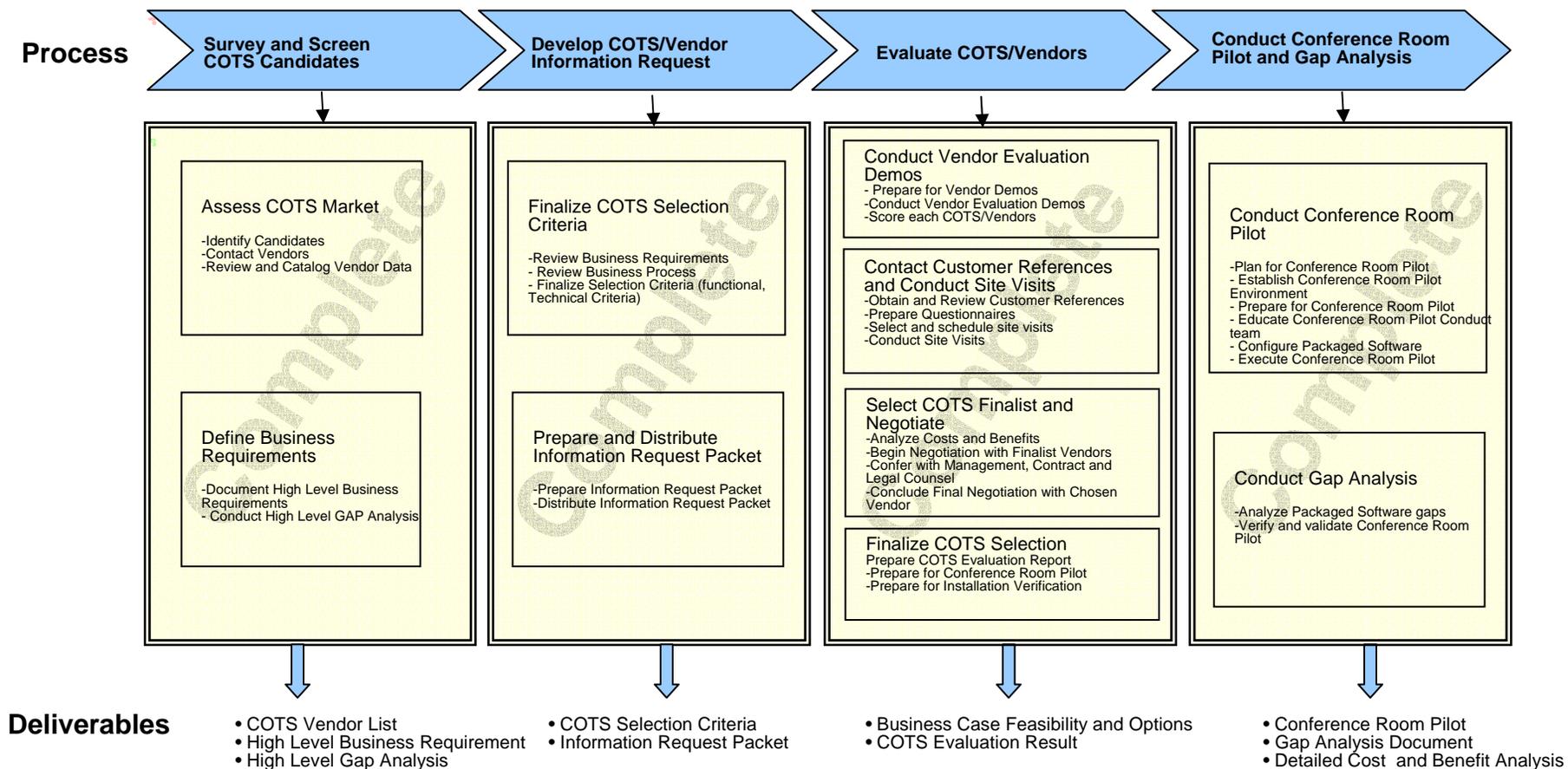


# Conference Room Pilot Objectives and Approach

- Select single-vendor to conduct Conference Room Pilot (CRP)
- Create business process scenarios to evaluate core software capabilities
- Identify gaps between the core software capabilities and the business requirements
- Evaluate technical architecture and software development approach to determine technical gaps
- Document gaps between the core software solution and business requirements
- Determine if customization of the core software package can mitigate gaps

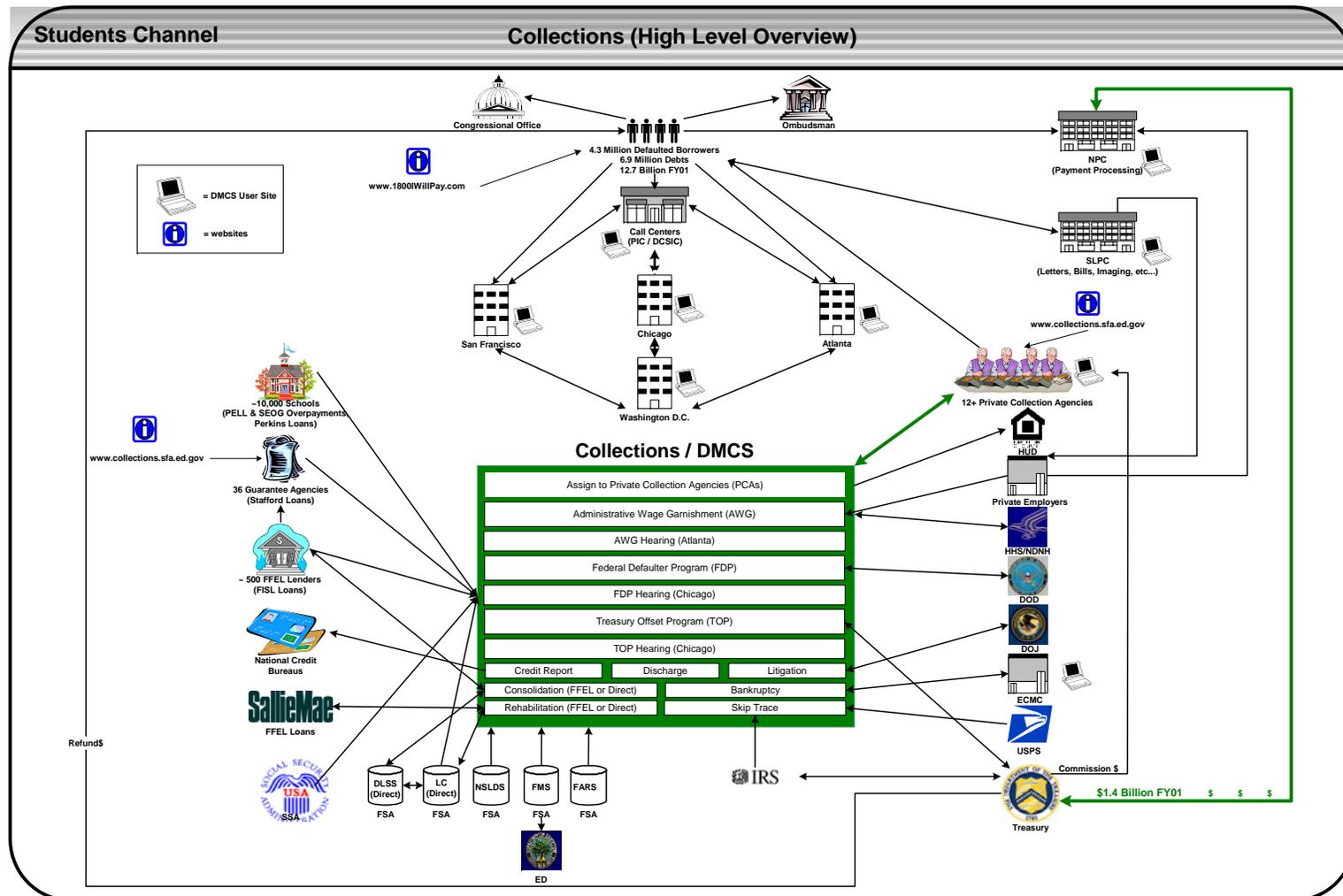
# Project Overview

Phase 1 completed on July 12, 2002.



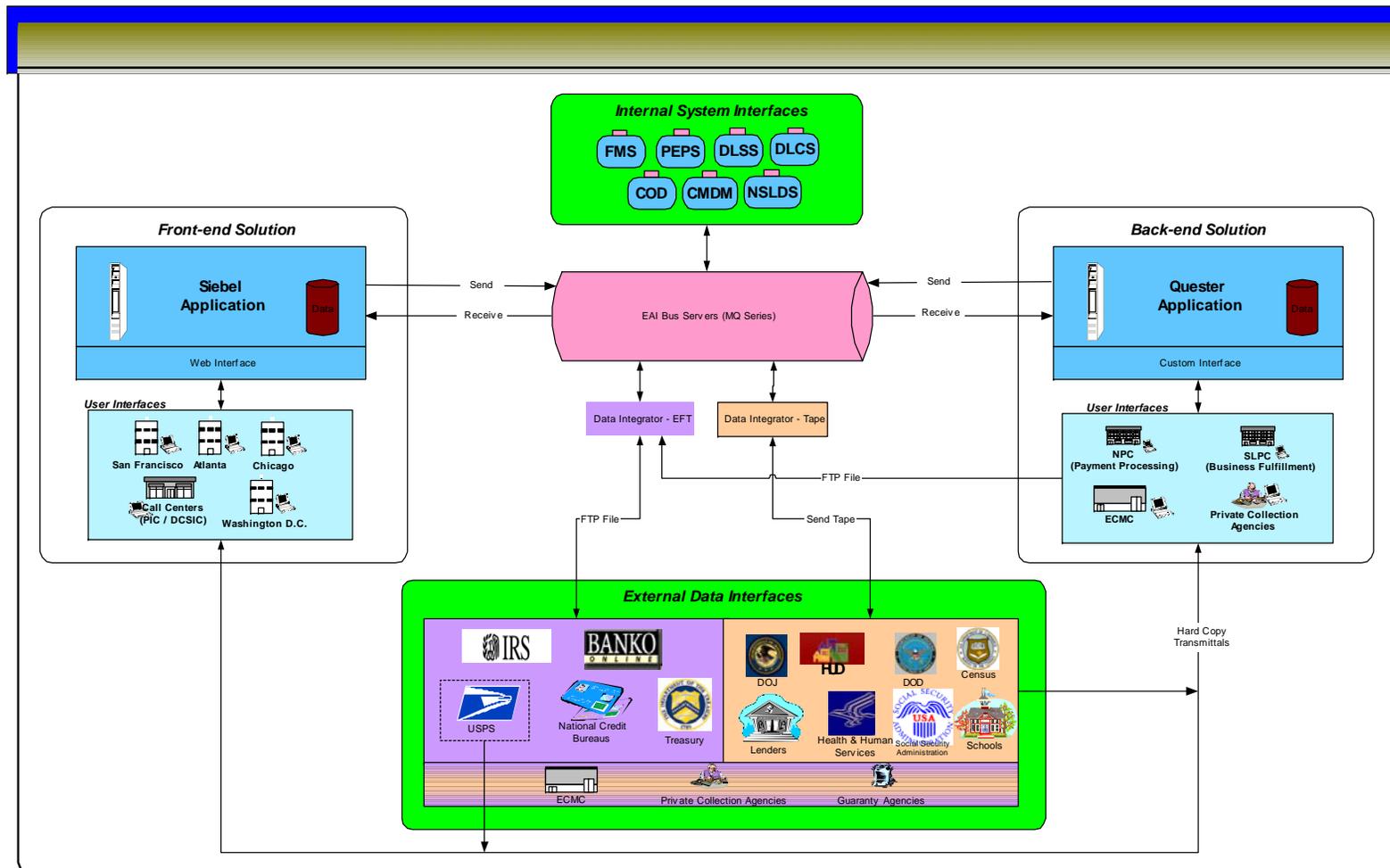
# High Level Collections Overview

The legacy DMCS System supports Collections' complex business, including the critical needs of 70 internal and external business partners.

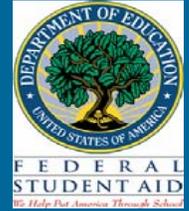


# Solution Definition

Siebel has been chosen as FSA's enterprise customer interaction solution. The Siebel front-end user interface will be integrated with Raytheon's Quester solution.



# Business Requirements Gap Summary



**Over 50% of FSA’s core business requirements have been built into Raytheon’s Quester solution and 45% of the “to-be” reengineered requirements are scheduled to be completed by the end of 3<sup>rd</sup> quarter 2002**

Business Area	Comment	% Completion of Core FFEL Functions <sup>1</sup>	% Completion of Core FFEL Functions + To-Be's <sup>2</sup>
New Debts	Currently supports only Stafford Loans, uses CAM/CCI format	50%	30%
PCA Assignment	Currently replicates 14 file exchange processes in FFEL	58%	35%
Wage Garnishment	Streamlined - compliant	63%	40%
TOP/FDP	Currently replicates 10 file exchange processes for TOP	65%	40%
Discharge	All types of discharge currently addressed in "Core"	65%	50%
Consolidation/Rehab	Functionality exists in the "Core"	63%	45%
Letters/Bills	Requests accommodated, must be integrated with a 'letter writer'	55%	40%
Fin. Mgmt & Accounting	"Core" has posting and subledger	53%	25%
	<b>Average % Completion* Based on All Business Areas Examined during CRP:</b>	<b>59%</b>	<b>38%</b>

<sup>1</sup> Estimate of “core” Quester's ability with regard to the core FFEL functions

<sup>2</sup> Estimate of "core" Quester's ability with regard to FFEL's core functions plus the "to-be" recommendations

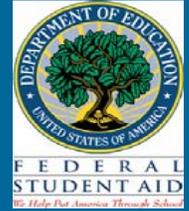
\* Estimates do not include impact of proposed technical architecture (i.e., Siebel, EAI Bus, etc.)



# Technical Requirements Gap Summary

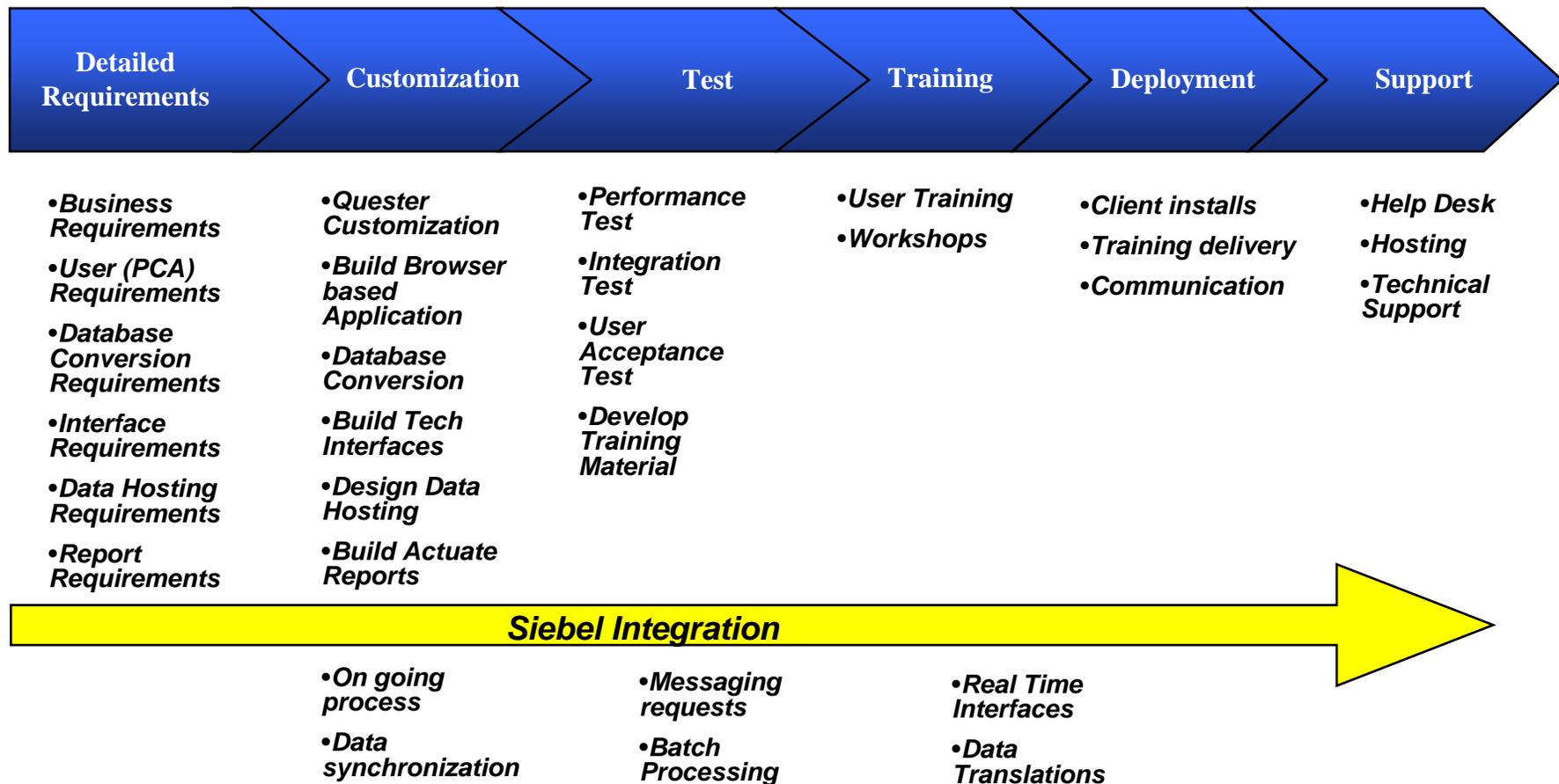
**Raytheon will have to overcome the following technical challenges to deliver a Debt Recovery Management system by 2nd quarter 2003.**

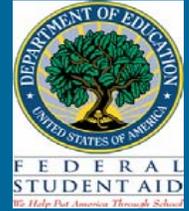
Technical Area	Comment	% Complete
Application Architecture	There is a concern for how the use of Enterprise Java Beans (EJB) version 2.0 will perform. The performance of the EJBs has only been 10% tested while the application architecture is 75% complete	75%
Database (Archive and Restore)	While Raytheon has engineered their database correctly using Oracle 8.1.7, the Raytheon application does not have archiving and restoration functionality.	75%
Workflow	The Raytheon application has hard-coded workflow rules (through the use of EJBs) instead of using an object oriented workflow engine.	25%
Document Management	The Raytheon application does not have the ability to attach or view imaged documents. In addition, it has not yet been integrated with a 3rd party letter generation tool.	20%
Security	Raytheon has not designed the the application to meet FSA security standards. Additionally, the FSA security policy is in draft format.	15%
Conversion	Raytheon does not have a conversion plan or proven experience with converting the Integrated Database Management System (IDMS) data to a relational database.	0%
Interfaces	The Raytheon application is currently developing data exchange interfaces. Additionally, Raytheon has no experience interfacing with Siebel.	10%
Reporting	Raytheon has purchased the Actuate reporting engine and designer for the new application. This tool does not satisfy critical reporting requirements and is not a Modernization Partner standard.	5%
Performance Testing	Performance testing has not covered batch jobs or up to 1000 concurrent users (brief testing up to 250 users was done) or done enterprise wide performance testing (SLPC, NPC, EAI and Siebel).	0%
Data Hosting	While Raytheon is developing a new data hosting facility and has hosted the FFEL application before, it does not currently have a completed data hosting facility.	0%
Training	A formal training program has not been developed for the new application.	0%
Help Desk	There is currently no Help Desk system developed for the Quester application.	0%



# Quester Development Approach

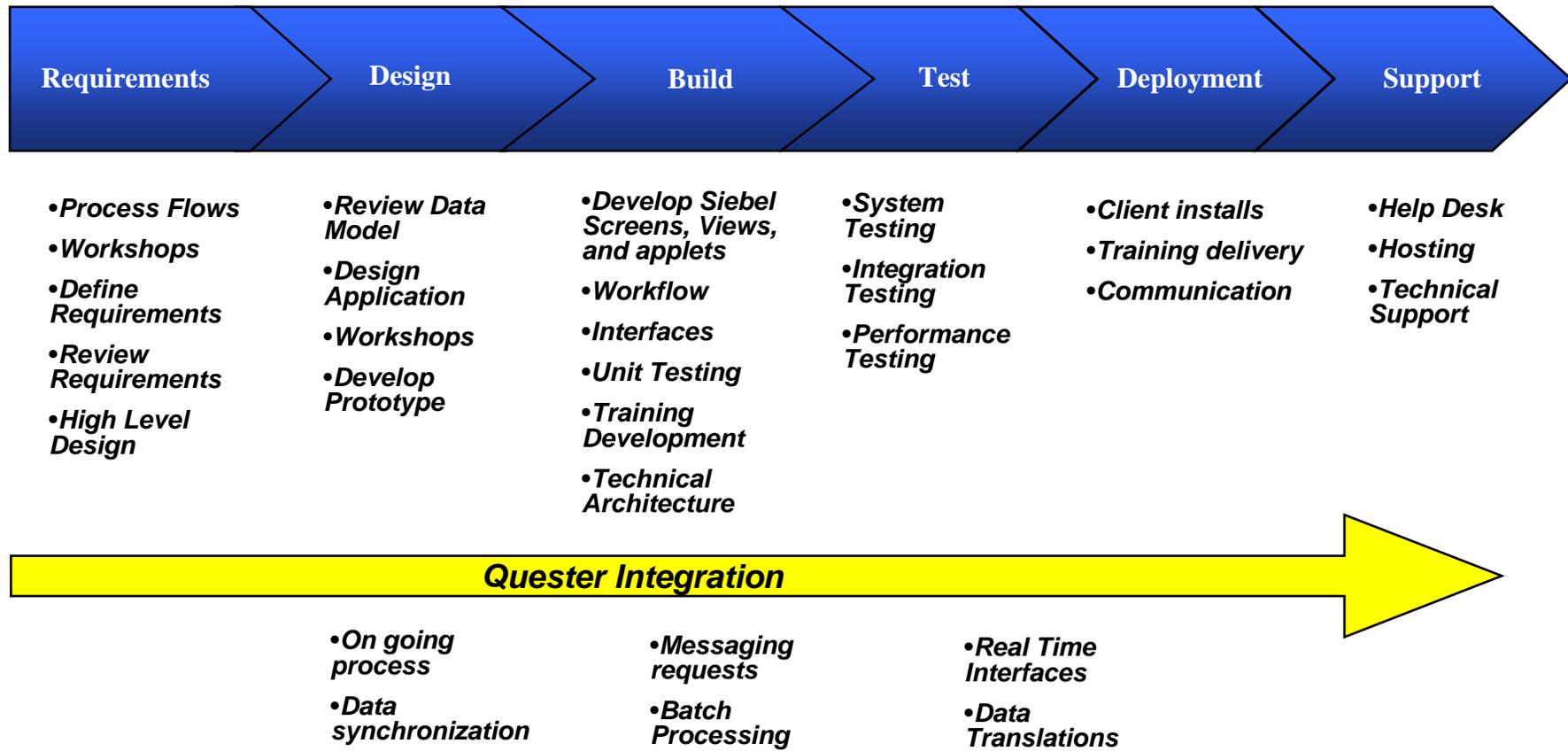
Raytheon uses the rapid application development methodology (RAD), an iterative development approach for building software solutions.





# Siebel Development Approach

The Consistent Answers Project consists of 5 releases. The DCSIC and Regional Offices are included in the 3<sup>rd</sup> release. The following implementation strategy has been used for the previous 2 releases and will form the foundation for release 3.



# Final Recommendations



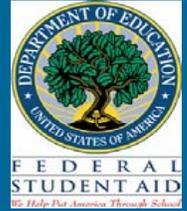
- Select Raytheon's Quester solution for the replacement of the debt collections management system
- Begin reengineering existing business processes to reduce business services fulfillment operation costs
- Work closely with the Common Services initiative to begin constructing the foundation for an integrated servicing, consolidations, collections platform
- Explore the Portfolio / Asset Manager share-in-savings funding option

## Next Steps



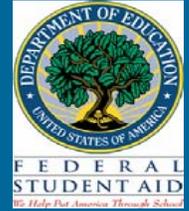
- Determine if the DMCS replacement solution project should be put on hold until the Common Services project is completed
- If DMCS project is placed on hold:
  - Analyze the options for the Consistent Answers replacement of the DCSIC call center system
    - Integrate Consistent Answers with the existing DMCS system (cost of building solution twice)
    - Determine if the DCSIC replacement can be moved to a later release
- Understand FSA's interest in pursuing the Portfolio / Asset Manager funding option

# Appendix A



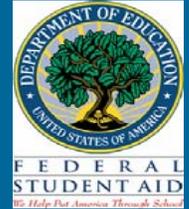
## Functional Requirements Gap Details

# New Debts



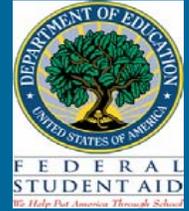
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
New Debts	1	Ability to edit, format, and load defaulted FISL loan data received from Lenders		Y	Quester functionality for GAs is similar. The skeleton structure and framework exists to support this function. Quester supports the loading of GSL claims via manual entry and electronically via CAM CCI data exchange format. Quester also includes a GA claim payment process that could be leveraged for payment of FISL claims.	X	X	X	H
New Debts	2	Ability to edit, format, and load defaulted FFEL loan data received from Guaranty Agencies		Y	Data exchange formats and edits will need to be added/modified in Quester to support FFEL inputs.	X	X	X	H
New Debts	3	Ability to edit, format, and load defaulted Direct Loan data received from the Direct Loan Program		Y	Data exchange formats and edits will need to be added/modified in Quester to support DL inputs.	X	X	X	H
New Debts	4	Ability to edit, format, and load defaulted and non-defaulted (i.e., closed school) Perkins loan data received from Schools		Y	Data exchange formats and edits will need to be added/modified in Quester to support Perkins inputs.	X	X	X	H
New Debts	5	Ability to edit, format, and load grant program overpayment data (i.e., Pell, FSEOG) received from Schools		Y	Data exchange formats and edits will need to be added/modified in Quester to support program overpayment inputs.	X	X	X	H
New Debts	6	Ability to reject defaulted loan and program overpayment inputs if errors exceed a predetermined "threshold" and return them to originating source.		Y	Quester has similar functionality based around GAs. "Reject" functionality will need to be added in Quester to handle all new debt load types.	X		X	H
New Debts	7	Ability to request, access, and/or display images of collateral documentation associated to a borrower's new debt. Such documentation can include promissory notes, indemnification agreements, judgments, payment history information, any applicable litigation documents, and the original loan application.		Y		X			M
New Debts	8	Ability to generate processing reports and error reports for all new debt load types.		Y		X	X		M
New Debts	9	Ability to transmit processing reports and error reports to the originating source for all new debts.		Y				X	H
New Debts	10	Ability to change the level and amount of system edits performed on all new debt load types.		Y	Currently supported by Quester for GSL claims only. Quester includes the framework to support this requirement for other new debt types in subsequent releases.	X	X		H

# New Debts



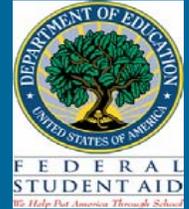
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
New Debts*	11	Ability to utilize the standard CAM CCI electronic data exchange format across all sources that submit new debts.		Y	Currently supported by Quester for GSL claims only. FSA needs to decide whether to adopt the CAM CCI data exchange standard. Requires additional research.	X		X	H
New Debts*	12	Ability to create a 'FFEL' claim record when a rehabbed FFEL loan (sold to Sallie Mae) re-defaults. Sallie Mae is viewed as a lender when they buy loans, and ED becomes the guarantor of the loan. In the current system, the only way to handle these re-defaulted FFEL loans is to enter them as a FISL claim record via the FISL (in-house) claim process. This is done because the old FISL system was setup with ED as the guarantor and there is no current FFEL (in-house) claim process for Sallie Mae to submit claims to Debt Collections.		Y		X		X	H
New Debts*	13	Ability to add an edit to the load process that requires the data for a new debt to match the existing data on NSLDS for that debt. If the data does not match, then the account could possibly be rejected.		Y	Need to primarily focus only on the key NSLDS identifiers.	X		X	L
New Debts*	14	Ability to remove the fees from new debts as they are loaded into the system, but not reject them. Fees must be accepted and then systematically written-off, so accounting matches what the GAs report was assigned.		Y		X			H
New Debts*	15	Ability to electronically make corrections to incorrect loan data elements that were provided when the loan was assigned (i.e., correcting GA mistakes). Non-financial changes can automatically update Debt Collections without review. All corrected fields must be properly reported to NSLDS (e.g., change/update records must be sent to NSLDS) per their requirements for changes. Any changes with financial impacts could cause re-calculations within the account and should be reviewed for approval prior to updating Debt Collections.		Y	Quester does not currently have this functionality, but includes the framework to support this requirement in subsequent releases.	X	X	X	H

# New Debts



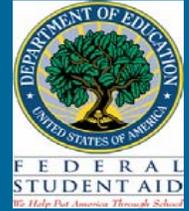
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
New Debts	16	Ability to automatically send an Initial Contact Notice Letter (NO3) to a borrower upon loading of a new debt.		Y	Quester does not currently have the ability to send the NO3 letter directly to borrower. Quester sends all letter requests to its Letter Writer.	X			H
New Debts	17	Ability to assign a new debt account to a PCA when the borrower's account is already with a PCA.		N		X		X	H
New Debts*	18	Ability to provide web-based form(s) enabling schools/GAs/lenders (who don't have EFT capabilities) to manually input new debts into Debt Collections. The form(s) should be compatible with the CAM CCI format.		Y		X	X	X	M
New Debts*	19	Ability to directly send/assign Non-defaulted Perkins ('Closed School') debts and collateral documentation to Direct Loan Servicing (DLSS). This recommendation requires negotiation between FSA-Collections and DLSS.		Y	FSA needs to determine whether DLSS could service "closed school" non-defaulted Perkins loans.	X		X	H
New Debts*	20	Ability to transfer the claim payment function of rehabbed FFEL loans to Financial Partners or get a GA to do this process (ECMC) and service the loan.		Y	FSA needs to decide whether Financial Partners or a GA (ECMC) could handle this claim payment function.	X		X	H
New Debts	21	Ability to edit, format, and load new debts for GA loan repurchases.		Y	Quester functionality for GAs is similar, but gaps exist.	X	X		H
New Debts	22	Ability to return a debt to a lender/GA/school for any reason after the new debt is loaded.		Y		X	X	X	H
New Debts	23	Ability to maintain address and contact information for originating sources (i.e., GAs, schools, lenders, etc.) of new debts.		Y		X	X		H
New Debts	24	Ability to trigger the IRS Skip tracing process for new debts containing an undeliverable borrower address.		Y	Quester currently includes functionality to automatically send these bad address debts to the Skip Tracing worklist.	X		X	H

# PCA Assignment



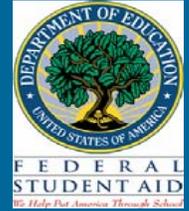
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
PCA Assignment	25	Ability to identify accounts eligible for Account Transfer		Y	Quester has the ability to transfer accounts more frequently to avoid the large mass of transfers. The GAP is the dollar value around transferring the accounts and other transaction criteria. Quester can only transfer the accounts by a breakout of 100%, but it doesn't capture dollar amounts, loan types, etc.	X			H
PCA Assignment	26	Ability to identify accounts eligible for Account Recall		Y	Quester does recalls only for inactivity for a certain number of days. More parameters for recalling accounts should be incorporated.	X			H
PCA Assignment	27	Ability to identify accounts eligible for Account Adjustments		Y		X			H
PCA Assignment	28	Ability to identify accounts eligible for Commission Reporting		Y		X			H
PCA Assignment	29	Ability to identify accounts eligible for the Address Extract		Y	Quester sends letter requests to its letter-writer software.	X			H
PCA Assignment	30	Ability to identify accounts eligible for the Financial Transaction Extract		Y		X			H
PCA Assignment	31	Ability to extract accounts from the database that meet selection criteria for transfer to collection agencies and creates a collection agency transfer file.		Y		X			H
PCA Assignment	32	Ability to update the database to reflect Account Transfers, Account Recalls, Account Returns, Account Updates, Account Billing Updates, Notepad Updates, and Letter Request Updates.		Y		X			H
PCA Assignment	33	Ability to create transfer for Collection Agency Account Transfer and Monthly Inventory Reporting		Y		X	X		H
PCA Assignment	34	Ability to automatically generate collection agency transfer letters		N		X			H
PCA Assignment	35	Ability to generate/create summary reports and detail reports on Account Transfer, Account Return, Account Recall, Account Adjustment, and Account Reassignment Statistics		Y		X	X		H
PCA Assignment	36	Ability to produce Account Transfer, Account Adjustment, Account Reassignment, Account Return, and Account Recall Exception reports		Y		X	X		H

# PCA Assignment



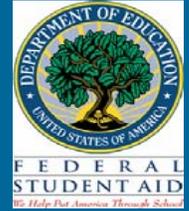
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
PCA Assignment	37	Ability to generate EFTs (daily, weekly) for Account Recall, Account Reassignment, and Account Adjustment.		N		X	X		H
PCA Assignment	38	Ability to process files sent by collection agencies for Account Return, Account Update, Account Billing Update, Notepad Update, and Letter Request Update.		Y		X	X	X	H
PCA Assignment	39	Ability to generate/update a Status File for electronic file Uploads (Account Update, Billing Update, Notepad Update, Letter Request Update, AWG Update, Collection Agency Mailed Letter Update, Collection Agency Returned Letter Update).		Y	Quester does not electronically send files.	X		X	H
PCA Assignment	40	Ability to produce Summary Reports, Error Summary Reports, and reject files for Account Update, Account Billing Update, Notepad Update, and Letter Request Update.	(reporting requirement)	Y		X	X		H
PCA Assignment	41	Ability to create reports detailing and summarizing accounts eligible for recall from collection agencies.	(reporting requirement)	Y		X	X		H
PCA Assignment	42	Ability to generate reports detailing collection agency commissions, account payment transactions, collection agency administrative resolutions and fees, and litigation preparation activities.		Y		X	X		H
PCA Assignment	43	Ability to generate monthly and year-to-date Collection Cost reports, and initialize year-to-date totals in the beginning of the fiscal year.		N		X	X		H
PCA Assignment	44	Ability to generate an extract file that will be split into separate files for each collection agency (Address Extract, Financial Transaction Extract, Monthly Inventory Extract)		N		X	X		H
PCA Assignment	45	Ability to generate an extract error report, tape labels, and transmittal letters for collection agencies (Address Extract, Financial Transaction Extract, Monthly Inventory Extract).		Y		X	X		H

# PCA Assignment



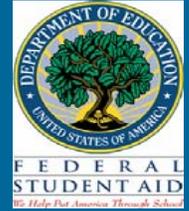
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
PCA Assignment	46	Ability to edit/validate data submitted by collection agencies and produce a control report for the SLPC (Account Billing Update, AWG Update, Collection Agency Mailed Letter Update, Collection Agency Returned Letter Update).		N		X			H
PCA Assignment*	47	Ability to perform electronic account transfers, account recalls, and Monthly Inventory Reports (eliminate all tape transmissions).		Y		X	X	X	H
PCA Assignment*	48	Increase frequency with which Inventory reports are generated.		Y		X	X		H
PCA Assignment*	49	Ability to change criteria by which an account is assigned to a PCA (flexibility of system to modify PCA Assignment rules).		Y		X	X		H
PCA Assignment*	50	Ability to produce and access reports online.		N		X	X		H
PCA Assignment*	51	Ability to provide commission reporting to PCA's electronically. Also provide the ability to archive performance and commission reports online.		N		X	X	X	H
PCA Assignment*	52	Ability to track PCA performance and generate statistical performance reports for collection agency evaluation. Need flexibility to change criteria easily.		Y	Dependent on criteria	X	X		H
PCA Assignment*	53	Ability to review and accept/reject PCA account return EFT's online. This would eliminate the transmission of documentation to and from the PCA's and the regional staff.		Y	Will need to be addressed as part of the overall "Imaging" solution for Debt Collections.	X	X	X	H
PCA Assignment*	54	Ability to run collection agency performance queries.		N		X	X		H
PCA Assignment*	55	Ability to immediately alert PCA's when individual accounts are recalled (manual or system driven), transferred (manual or system driven), or adjusted.		Y		X		X	H
PCA Assignment*	56	Ability to immediately alert users when an account is returned to ED.		Y					H

# PCA Assignment



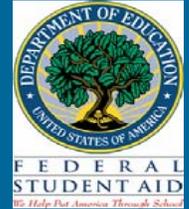
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
PCA Assignment*	57	Ability to adjust an account without having to recall. Automatically alert the PCA that an adjustment has occurred.		Y	Quester can perform this function at the Account-level only.	X		X	H
PCA Assignment*	58	Ability to reassign accounts to the same PCA if the need arises (manual override based on security level – should not normally be available).		Y	No gap if the number of accounts involved is "one" or "two". However, Quester does not support this as a batch process involving many accounts.	X	X	X	M
PCA Assignment*	59	Improve timeliness of PCA address updates.		Y		X		X	H
PCA Assignment*	60	Create scenarios for recalling an account.		Y	Quester does not currently include any "scenarios".	X		X	H

# AWG



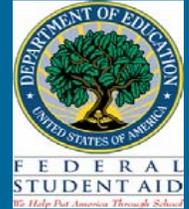
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
AWG	61	Ability for PIC/collection agencies to enter data pertaining to borrowers and their employers through online screens.		N		X	X		H
AWG	62	Performs preliminary edits on the AWG data as it is entered into the system via the online screens		N		X			H
AWG	63	Ability to automatically generate letters to notify borrowers and employers or wage garnishment actions.		Y	Quester can support letter generation through its Letter-Writer software. However, the letters contained in Quester does not include all the letters used by ED.	X		X	H
AWG	64	Ability to track borrower's employment status and movement to new employment.		N		X	X		H
AWG	65	Ability for PIC/collection agency to update the AWG database via EFT.		Y		X		X	H
AWG	66	Ability to perform edits on system data and rejected if certain edit criteria aren't met.		Y		X			H
AWG	67	Ability for the system to identify borrowers who meet AWG eligibility criteria.		Y		X	X		H
AWG	68	Ability to monitor a borrower's payments to ensure compliance.		N		X	X		H
AWG	69	Ability to automatically kick off the AWG process of a borrower fails to respond to letters or refuses to pay.		N		X			H
AWG	70	Updates the account and debt records with AWG status		Y	Quester does not currently include all AWG statuses utilized today by ED.	X			H
AWG	71	Maintain a history of status changes for garnished accounts and debts.		Y		X	X		H
AWG	72	Ability to processes remittances from employers for garnished debts		N		X		X	H
AWG	73	Ability to generate the following reports: - Employer Remittance Summary Report (provided by the LIST function) - Remittance Summary Report by Employer for Month of <month> - Remittance Summary Report by Collection Agency for Month of <month> - Employer Non-Compliance Report	(reporting requirement)	Y		X		X	H

# AWG



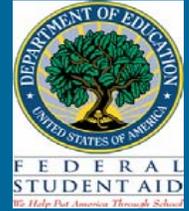
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
AWG*	74	Ability to remove accounts from AWG as they close and/or become inactive based on designated business rules (e.g. when an account balance reaches a minimum dollar amount).		Y		X	X		H
AWG*	75	If account balance is less than regular employer payment, send final payment letter to employer and remove from AWG.		Y		X			H
AWG*	76	Track payment receipt from borrower (if they enter voluntary repayment to avoid AWG) to ensure compliance		N		X			H
AWG*	77	Allow for concurrent employer garnishment (currently, the borrower will only be garnished from the most recent employer).		N		X			H
AWG*	78	Establish automated workflow capabilities (automated letter creation based on change in account status as defined by users, alerts to notify users of account review required after certain periods of time, etc.).		Y		X	X		H
AWG*	79	Create a field for "Registered Agent" in employer information area. This field will be used to capture the name and address of the Registered Agent for Service that an employer may use.		Y		X	X		H
AWG*	80	Allow specified users to manually change the status of accounts that are not progressing through the system properly.		Y		X	X		H
AWG*	81	Ability to monitor, track, and assign all Education hearings/Non-compliant employer litigation referrals to OGC/DOJ (not just AWG). Today it is done by way of MS Access databases in each region.		Y		X	X	X	H
AWG*	82	Ability to report on various aspects of hearings and employer compliance procedures (status, analyst assignment, dates, etc.).		Y		X	X		H
AWG*	83	Ad Hoc query capabilities.		N		X	X		H
AWG*	84	Flexibility to update many accounts at once (ability to sort data by specific criteria and update accounts that share common traits).		Y		X	X		H

# AWG



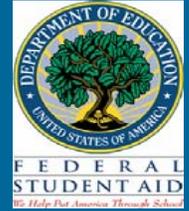
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
AWG*	85	Incorporate audit trail capabilities. Ability to track changes and identify users who made them.		N		X	X		H
AWG*	86	Real-time interfaces to NSLDS, PEPS, DLSS, GA Systems, etc.		Y		X		X	H
AWG*	87	Ability to display a recent note when accessing an account		Y		X	X		M
AWG*	88	Integrate the history of account payments with the breakout of each account between principal, interest, other, and total (currently done on two screens – R103 and R104).		N		X	X		H
AWG*	89	Ability to edit letter templates and pull system data to include in letters.		Y	Refer to "Letters" Business Area.	X	X		H
AWG*	90	Include descriptions of letter templates in the list of letter types.		N	Refer to "Letters" Business Area.	X	X		H
AWG*	91	Allow for user to pull the history of actual letters sent to borrower.		Y		X	X		H
AWG**	92	Provide for the validation of the orders for withholding of employee wages (Y11 and Y13 letters) by an ED official		Y		X	X		H
AWG**	93	Provide a new Certificate of Service for Order Report (manifest) and a new Certificate of Service for Notice Report (manifest). They will be signed and dated each time they are printed and the accompanying orders and notices are mailed <internal control>. They will be retained indefinitely <internal control>.		Y		X	X		H
AWG**	94	Modify the current Orders for Withholding of Employee Wages (Y11 and Y13 Letters) to replace them with Treasury forms for Letter to Employer & Important Notice to Employer (SF-329A), Wage Garnishment Order (SF-329B), Wage Garnishment Worksheet (SF-329C), and Employer Certification (SF-329D). Remove the two current inserted forms included with the Y11 and Y13 Letters (Employer Acknowledgment of Wage Withholding and Section 488A of the HEA of 1965).		Y		X			H

# AWG



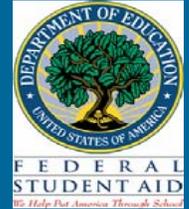
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
AWG**	95	The Employer Information/Update (L142) Screen will be modified to remove the ability to change Employer Name for an existing employer by Collection Agency users, and to display a warning message for all users indicating multiple employees may be affected by any update before doing the update <internal control>.		Y		X	X		H
AWG**	96	Eliminate the creation of unnecessary Audit History records		N		X			H
AWG**	97	Create a new daily job to perform reconciliation of Employers form FIN Change records created by the L143 Screen (internal control). Remove the FIN Change file as a download to the client/server for Employer Reconciliation	N/A - this is currently a FFEL system limitation	N	Quester will not have this issue. This is a "data conversion" issue.	X	X		H
AWG**	98	In a Collection Agency EFT File Edit/Update process, remove the requirement that Current Status must equal the AWG Debt Current Status on the data base		Y		X			H
AWG**	99	Synchronize the expected amount for VPY status and the payment amount on the Billing Information (L103) Screen (internal control)		Y	Requires further discussion with FSA-Debt Collections personnel.	X	X		H
AWG**	100	Send out a new Final Payoff letter when the garnishment payoff amount is below the last payment amount.		Y	Quester could support function via its letter-writer software.	X			H
AWG**	101	Change the AWG certified balance amount that determines when the status is changed to SWG from \$75 to \$25.		N		X			H
AWG**	102	Change the number of days since the last payment, used for moving accounts in GAR status to LPT status, to be variable depending on payment schedule.		N		X	X		H
AWG**	103	Allow for the ability to manually request a resend of the W32 (Notice to Cancel Withholding of Wages) letter, if it has already been sent to the current employer.		Y		X	X		H

# AWG



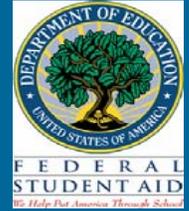
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
AWG**	104	Add a means of keeping track of whether the Expected Amount is a full or a reduced amount. If the payment period for the VPY account is exceeded and the status is changes to OWF, send the Y13 letter if the Expected Amount is a reduced amount or the Y11 letter if it is not		Y		X	X		H
AWG**	105	Create a process to remove AWG accounts that are in certain location codes, and therefore no longer subject to wage garnishment, on a weekly basis (internal control). Also, remove accounts that are in CWG status with no activity for 60 days in the same process. Bypass normal processing of the accounts in the daily status/letter process, except for determining if the W32 letter should be sent.		Y		X	X		H
AWG**	106	Create a new AWG status for Non-Compliant Low Balance, status code NCL, and a means of reporting on those accounts.		N		X			H
AWG**	107	Remove the entry verification (double-key) procedure from the L143 screen to allow it to be a single entry screen. However, provide for special validation of new FIN number due to its importance in Employer Reconciliation (internal control).	N/A - this is currently a FFEL system limitation	N	Quester will not have this issue. This is a "data conversion" issue.	X	X		H
AWG**	108	Automatically move accounts in status SWG to status CWG after 90 days.		N		X			H
AWG**	109	Create the Closed Accounts With Payments file weekly instead of daily		N		X			H

# Letters



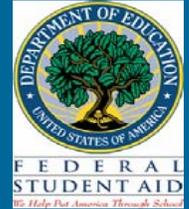
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Letters	110	Ability to generate and mail account-level and debt-level letters to borrowers for all debts upon user request.		N		X	X	X	H
Letters	111	Ability for Department of Education (ED) authorized users to create and maintain letter templates. This includes the ability for authorized collection agency users to create and maintain letter templates for their assigned letter codes.		N		X	X	X	H
Letters	112	Ability to display and modify existing letter templates, add new letter templates, and approve or reject new/modified letter templates.		N		X	X	X	H
Letters	113	Ability to place new or modified letter templates in "pending" status until approved by ED Headquarters personnel.		N		X	X		H
Letters	114	Ability to produce one, two, and three page coupon and non-coupon letters.		N		X	X	X	H
Letters	115	Ability to capture letter history for all account-level and debt-level letters.		N		X			H
Letters	116	Ability to capture letter exceptions (i.e., errors) for all letter requests.	(reporting requirement)	N		X			H
Letters*	117	Ability to implement and maintain version control for all letter templates. This includes storing effective start & end dates for each specific letter template.		N		X	X		H
Letters*	118	Ability to prevent users or groups of users from making modifications to specific letter templates.		N	Will need to be addressed as part of the overall "security" solution for Debt Collections.	X	X		H
Letters*	119	Ability to submit letter template approval requests to the appropriate ED Headquarters personnel via an electronic format (i.e., email).		Y	A recommendation was made to upload the template to the web and have ED personnel verify/approve online.	X		X	M
Letters*	120	Ability to provide complete "word processing" (i.e., cut, paste, spell check, etc.) capabilities for letter templates.		N		X	X		H
Letters*	121	Ability to restrict online edits of specific letter types that are generated via a batch process.		N	Will need to be addressed as part of the overall "security" solution for Debt Collections.	X			H

# Letters

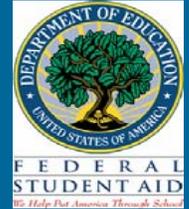


Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Letters*	122	Ability to provide a mechanism that notifies users (who originally requested letter) of letter exceptions (i.e., errors).		Y		X	X	X	H
Letters*	123	Ability to integrate different levels of letter edit checks that are performed during the letter request & letter fulfillment stages.		Y		X			H
Letters*	124	Ability to include specific "debt-level" information for multiple debts within a single letter.		N		X			H
Letters*	125	Ability to implement an online "flag" indicator to identify Spanish-speaking borrowers.		Y			X		M
Letters*	126	Ability to generate letters containing Spanish text.		Y		X	X		M
Letters*	127	Ability to view and exit a letter without placing the letter into "pending" status.	N/A - this is currently a FFEL system limitation	N		X	X		H
Letters*	128	Ability to generate letters that are three and four pages long. If we place debt level information on a letter, then we will need capability of printing and mailing some lengthy letters, probably longer than 4 pages.		N		X			H
Letters*	129	Ability to generate a report listing of all letter types with descriptions.		N		X			H

# Billing



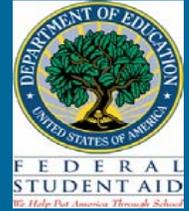
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Billing	130	Ability to select account records from the database for the appropriate billing cycle.		N		X			H
Billing	131	Ability to generate a single billing statement for all debt types for each student (Non defaulted loans do not appear on the same bill as defaulted loans, and vice versa).		Y		X			L
Billing	132	Ability to automatically remove students from a billing cycle if delinquent on payments.		N		X			H
Billing	133	Ability to produce Exception Billing Report.	(reporting requirement)	Y		X	X		H
Billing	134	Ability to process delinquent closed school debts.		Y		X			L
Billing*	135	Ability to edit billing statement text using word processing functionality.		N		X	X		H
Billing*	136	Ability to hold more than 25 debts per bill.		Y	Quester does include functionality allowing the user to select specific debts within a borrower's account for a billing cycle. However, it will require creation of different billing templates.	X			H
Billing*	137	Ability for the system to automatically remove a debt from "billing" if that particular debt reaches a "paid-in-full" status or zero balance.		N		X			H



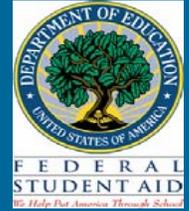
# Financial Management & Accounting

Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Fin. Mgmt & Accounting	138	Ability to post financial transactions to a borrower's account based on transaction type, transaction reason, and document type.		Y	slight gap - does not incorporate all current FFEL posting rules.	X	X		H
Fin. Mgmt & Accounting	139	Ability to calculate and apply "accrued interest" to a borrower's account as applicable during the posting process.		N		X	X		H
Fin. Mgmt & Accounting	140	Ability to apply financial transactions to balance categories in various sequences based on the transaction type.		Y	slight gap - does not incorporate all current FFEL posting rules.	X			H
Fin. Mgmt & Accounting	141	Ability to provide a facility for capturing the accounting associated with the daily financial transactions that are posted to the Debt Collections database.		Y		X			H
Fin. Mgmt & Accounting	142	Ability to provide a facility for processing and maintaining Debt Collection payment requests received from Subledger as well as payment requests for FISL claims.		Y		X		X	H
Fin. Mgmt & Accounting	143	Ability to generate check and EFT payment files and forward them to FSA-FMS.		Y	Quester supports the generation of payment files, but does not currently include functionality to forward files to FSA-FMS.	X		X	H
Fin. Mgmt & Accounting	144	Ability to generate accounting & disbursement files and forward them to FSA-FMS		Y	Quester supports the generation of accounting & disbursement files, but does not currently include functionality to forward files to FSA-FMS.	X		X	H
Fin. Mgmt & Accounting	145	Ability to summarize detailed collection & payment records prior to sending them to FSA-FMS.		Y	Quester supports the summarization of collection & payment records, but does not currently include functionality to forward files to FSA-FMS.	X		X	H
Fin. Mgmt & Accounting	146	Ability to provide a facility for maintaining appropriation, apportionment, and allotment information used for "funds-checking".		Y	Slight gap. Only applicable to FISL claims.	X	X		H
Fin. Mgmt & Accounting	147	Ability to perform credit reform distributions to financial transactions prior to sending them to FSA-FMS		Y	Not all loan types are currently supported by Quester.	X			H
Fin. Mgmt & Accounting	148	Ability to receive and process Treasury payment check numbers received from FSA-FMS.		Y	Slight gap -- only applicable to GAs	X		X	H

# Financial Management & Accounting



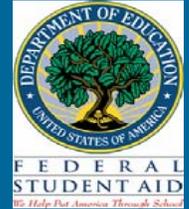
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Fin. Mgmt & Accounting	149	Ability for users to add, update, or verify financial transactions maintained in the Subledger.		N		X	X		H
Fin. Mgmt & Accounting	150	Ability for users to enter adjustments and beginning balances to the General Ledger accounts maintained within the Subledger.		N		X	X		H
Fin. Mgmt & Accounting	151	Ability for users to maintain (i.e., create, read, update, delete) Credit Reform distribution information.		Y	GAs use Credit Reform for a different purpose compared to ED.	X	X		H
Fin. Mgmt & Accounting*	152	Explore the option of transferring the Debt Collections Subledger accounting functionality to FSA-FMS in effort to align to FSA's Modernization Blueprint. Currently, only the summarized accounting for debt collections is maintained in FSA's Financial Management System (FMS) and the detailed accounting is maintained in the DMCS Subledger. Does FSA intend to continue this practice? Or should Debt Collections feed all detailed posted financial transactions directly to FSA-FMS or into a data mart (i.e., CMDM) similar to the Direct Loan program? Additional working sessions between FSA-Debt Collections and FSA-FMS will be needed during the detailed requirements phase.		Y		X	X	X	H
Fin. Mgmt & Accounting*	153	Ability to electronically transfer Treasury payment confirmation information (i.e. check numbers) between FSA-FMS and Debt Collections. Currently, this is a paper-based process. Additional working sessions between FSA-Debt Collections and FSA-FMS will be needed during the detailed requirements phase.		Y		X		X	H



# Financial Management & Accounting

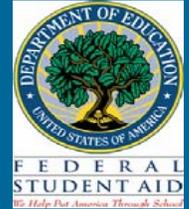
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Fin. Mgmt & Accounting*	154	Presently, not every financial transaction passes to FSA-FMS. Certain financial transactions are defined as "FIS-only" and are maintained in the Debt Collections Subledger only. Examples include fees/charges and interest accrual on some loan types. Does FSA intend to continue this practice in the future? Additional working sessions between FSA-Debt Collections and FSA-FMS will be needed during the detailed requirements phase.		N		X		X	H
Fin. Mgmt & Accounting*	155	Explore the option to transfer the payment processing of FISL claims to the Financial Partners Channel. Additional research is required.		Y		X		X	H
Fin. Mgmt & Accounting*	156	Ability to convert the current, obsolete TIR/FIR ACCS structure (based on Common Accounting Numbers) residing in the Subledger to the FSA-FMS Oracle ACCS structure.	(data conversion requirement)	Y	Quester can support FSA-FMS's Oracle-based ACCS structure if adopted.	X			H
Fin. Mgmt & Accounting*	157	Ability to transfer accounting & payment files to FSA-FMS via EAI (FSA's enterprise-wide standard for electronic file transfer).		Y		X		X	H

# TOP/FDP



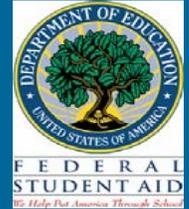
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
TOP	158	On-line maintenance of subagency information.		Y	There is no sub agency concept in Quester.	X	X		H
TOP	159	Ability to update the system with pre-certification return address requests.		Y	Quester currently does not have an interface with Treasury.	X	X	X	H
TOP	160	Ability to select accounts for re-certification.		Y	Re-certification for offset is currently not part of Quester.	X	X		H
TOP	161	Produces reports containing records from both the sub agency summary file and the Federal offset account extract file.	(reporting requirement)	Y	There is no sub agency concept in Quester.	X	X	X	H
TOP	162	Receive data from Treasury containing accounts for which IRS has matched the name and social security numbers of the borrowers on its master file and has supplied a current mailing address and no match records.		Y	Currently Quester does not have a data match process for addresses.	X		X	H
FDP	163	Ability to receive unprocessable data (tape,EFT etc.) from DOD and USPS containing data on individuals previously certified for offset who are to be removed from the Federal Defaulter Program.		Y	FDP is not part of the current Quester system.	X		X	H
FDP	164	Create data files for submission to DOD and to USPS of SSN matches to determine if Federal Employer.		Y	FDP is not part of the current Quester system.	X	X	X	H
FDP	165	Create and send data files once received from DOD and USPS, indicating where DOD/USPS has found a SSN match on accounts with Guaranty Agencies.		Y	FDP is not part of the current Quester system.	X	X	X	H
FDP	166	Accounts, which are eligible for certification, are certified to the employing agency and a frozen balance is applied for offset.		Y	FDP is not part of the current Quester system.	X	X	X	H
TOP/FDP	167	Ability to merge eligible GA and ED accounts on one data stream.		Y	Currently Quester does not merge GA and ED data.			X	H
TOP/FDP	168	Ability to credit or debit accounts for offsets or reversals.		N		X	X		H
TOP/FDP	169	On-line account lookup and removal from the FDP/TOP program.		N		X	X		H
TOP/FDP	170	Ability to compile data of offsets or reversal information for GA held accounts.		Y	Quester currently does not split out GA held accounts.	X	X	X	H
TOP/FDP	171	Ability to record undeliverable 65-day notices.		N		X		X	H
TOP/FDP	172	Ability to generate 65-day notices for eligible TOP/FDP accounts.		N		X	X	X	H

# TOP/FDP



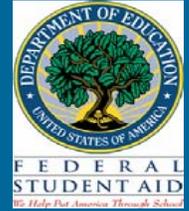
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
TOP/FDP	173	Produce monthly/weekly/daily/adhoc reports to provide statuses of the FDP/TOP accounts.	(reporting requirement)	Y		X	X	X	H
TOP/FDP	174	Ability to track an account through the various stages of the FDP/TOP process (Status Codes).		Y	Quester tracks accounts by activities.	X	X	X	H
TOP/FDP	175	Ability to receive, capture and process data containing offset amounts, refunds, and reversals of previous offsets from Treasury.		Y	Currently Quester does not have an interface with Treasury.	X	X	X	H
TOP/FDP	176	Certification/Recertification of accounts on the DMCS database, which were selected for notification, based on evaluation of accounts meeting certain criteria.		Y	Quester may not include all of the selection criteria for certification/recertification.	X			H
TOP/FDP	177	Ability to examine debts to determine if there are any legal actions and/or if the accounts currently certified for offset are to have offset stopped.		Y	Quester may not include all of the selection criteria for offset.	X	X		H
TOP/FDP	178	For each account appearing on the returned unprocessable data file, an indication of the reason for exclusion from the certification process is placed on the database.		N		X		X	H
TOP*	179	Consider the option of using IRS skip trace address for sending the 65-day pre-certification notices.		Y	Decision must be made by FSA.	X			H
TOP*	180	Ability to schedule and execute on-demand certification, re-certification, and unprocessables on a weekly basis.		Y	Quester does not have the ability to distinguish between GA and ED unprocessable errors.	X	X	X	H
TOP*	181	Ability to schedule/enter information, execute on-demand and send agency/sub agency contact information update process to Treasury.		Y	There is no sub agency concept in Quester.	X	X	X	H
TOP*	182	Ability to view cycle number, effective date, processing date, amount, fees, and trace number on one screen for both current TOP offsets/reversals and offsets/reversals preceding 1990 for GAVED accounts.	(data conversion requirement)	Y		X	X	X	M
TOP*	183	Ability to capture date of last certification/recertification, inactivation/reactivation dates.		N		X	X		H
TOP*	184	Ability to repair and resubmit unprocessables on-line.		Y		X	X	X	H

# TOP/FDP



Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
TOP*	185	The new system should have a refund (and adjustment to refund) screen. Add Refund Adjustment and date to screen which displays TOP information. Make sure that adjustment applies to this field and not the refund field.		Y	Quester can display the refund, but does not have a refund screen.		X		H
TOP*	186	Ability to inactivate accounts with missing addresses.		Y		X	X		H
TOP*	187	Modify certification/recertification process to properly handle SSN changes on ED held accounts.		Y		X			H
TOP*	188	The system FMS indicator on account record / creating FMS indicator for 1 <sup>st</sup> time using file from Treasury / update at certification/recertification, and certification/recertification unprocessables.		Y		X		X	H
TOP*	189	Capture TOP Trace Number for offsets (provided by Treasury) and use them to apply reversals. Also, supply information to GAs on TOP Weekly Collections file.		Y		X	X	X	H
TOP*	190	Continue to capture and display the address furnished at the time of offset (for ED held accounts only) and protect the address from use by any program (display only). This is because an address could possibly be a third party address. This address should always be displayed, and should be replaced if there is a subsequent address supplied at the time of next offset (i.e., only the last address needs to be retained and displayed).		Y		X	X		H
TOP*	191	Create ability to send a record to Treasury to notify them to stop offset of a specific payment stream (and the account remains certified). There should be a mechanism for ED staff to flag the payment stream they want stopped for a particular account, which would systematically generate a record to Treasury on ED's next TOP Weekly Update file.		Y	Quester receives the information, but does not store it on the system.	X	X	X	H
TOP*	192	Create ability to process Weekly Collection file each cycle with proper Fiscal year and/or calendar year financial reporting.		N		X		X	H

# TOP/FDP



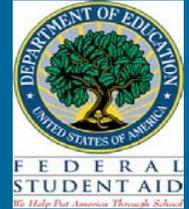
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
TOP*	193	Be able to send Foreign addresses to Treasury in the format that they prescribe.		N		X		X	H
TOP*	194	Automate inactivation (reconciliation) process so that less manual intervention is required. Possibly, use information obtained from Treasury for this purpose, instead of certification/recertification file (Issue/Concern: How to capture accounts reactivated during time between when Treasury information is received and we create Inactivation file).		Y		X	X	X	M
TOP*	195	Prevent reactivation of accounts if specified criteria is not met (currently, accounts can only be reactivated if request is processed less than, or equal to six months since inactivation and balance is greater than \$25, etc.).		Y	Quester may not include all of the selection criteria for certification/recertification.	X			M
TOP*	196	Edit all ED and GA files transmitted to Treasury for low/high values and invalid characters. Examine fixing database for ED held accounts. GA files should be edited at time of receipt with bad records rejecting. ED records should be edited prior to inclusion on data file.	(data conversion requirement)	Y		X	X	X	H
TOP*	197	When a reversal for an offset taken in the current year is done by Treasury, adjust (increase active/certified debts and TOP Current Balance) balance on active accounts only.		N		X	X	X	H
TOP*	198	When a refund for an offset taken in the current year is done by ED or GA, inactivate the account (to match action by Treasury).		N		X	X	X	H
TOP*	199	Edit/Verify all files from Treasury for valid agency code (D5), valid site ids, control record totals, and fees. If errors are found, abort processing and report <u>all</u> errors (evaluate entire data before aborting, so all errors are identified).		Y	Quester may not include all of the edit fields.	X	X	X	H
TOP*	200	If a decrease (Action S) was returned by Treasury as unprocessable, increase affected active/certified debts and TOP Current Balance.		N		X	X	X	H

# TOP/FDP



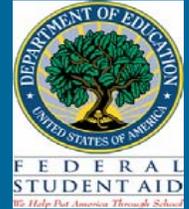
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
TOP*	201	Be able to increase balances at Treasury for affected active/certified debts, and if increase transaction is unprocessable at Treasury, decrease affected active/certified debts and TOP Current Balance. In addition, be able to report these increases/decreases of balances certified to Treasury as part of the weekly updates.		N		X	X	X	H
TOP*	202	Create transmittal for all Treasury processes for use by tape processing contractor (especially Weekly Update Unprocessable), and be able to easily update information (including where transmittal should be mailed). The system should have the ability to notify GAs in an instance where no file was created for that GA.		Y		X	X	X	H
TOP*	203	Pass GA updates to Treasury for any certified account, regardless of current status.		Y				X	H
TOP*	204	Create an electronic process to furnish GAs with ED pre-offset address request unprocessable records.		Y		X	X	X	H
FDP*	205	Ability to process the Federal Employee return tape sent by Treasury and initiate the notification process for ED accounts. The system will also need to transfer information between ED and GAs, so ED can report eligible GA accounts for salary offset to Treasury.		Y	FDP is not part of the current Quester system.	X	X	X	H
FDP*	206	Automated ability to track payment activity (i.e. on-time, late payments, adjustments).		Y	FDP is not part of the current Quester system.	X	X	X	H
FDP*	207	Create weekly reporting process between ED and Treasury, which will include generating and submitting the TOP records required for informing Treasury to proceed with salary offset.		Y	FDP is not part of the current Quester system.	X	X	X	H

# TOP/FDP



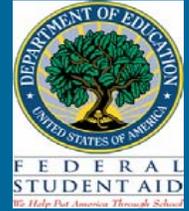
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
FDP*	208	Automated ability to alert Treasury of any changes to FDP salary offset percentage or dollar amount.		Y	FDP is not part of the current Quester system.	X		X	H
FDP*	209	Ability to notify borrowers that salary payments have been received and posted to their accounts.		Y	FDP is not part of the current Quester system.	X		X	H
TOP/FDP*	210	Ability to transmit data with Treasury and GAs through EFT (unprocessables, reversals, address requests etc.)		Y				X	H
TOP/FDP*	211	Create common data exchange between ED and GAs, so ED can report eligible GA accounts for salary offset to Treasury		Y				X	L
TOP/FDP*	212	Ability for borrowers to complete and submit Request For Review (RFR) and discharge forms via the web.		Y		X	X	X	M
TOP/FDP*	213	Ability for PIC to review web forms and transfer hearing decisions on-line to Chicago for approval. Integrate with RFR approval tracking system.		Y		X	X	X	M
TOP/FDP*	214	Automate the tracking of RFR and Hearings, and their responses, including whether required dates have been met and documents have been received.		Y		X	X	X	H

# Discharge



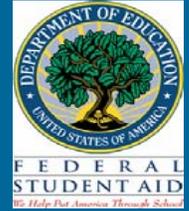
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Bankruptcy	215	Processes for transferring an account over to ECMC.		Y		X	X	X	H
Bankruptcy	216	Ability to capture the borrower's First Payment Due Date.		N		X	X		H
Bankruptcy	217	Ability to transmit data with ECMC & DOJ.		Y		X	X	X	H
Closed Schools	218	Ability to capture six digit school code in the system.		N		X	X	X	H
Death	219	Ability to process and sort data for deaths from the Social Security Administration.		Y	Quester currently does not receive data from the SSA.	X		X	H
Discharge	220	Ability to document any discussion surrounding discharge claims (L102).		N		X	X		H
Discharge	221	Ability to refund payments made on a loan.		N		X	X	X	H
Discharge	222	Ability to delete derogatory credit references.		N		X	X	X	H
Discharge	223	Ability to reinstate a borrower's eligibility for Title IV programs after discharge.		N		X	X	X	H
Discharge	224	Ability to adjust a balance to reflect payment of a tuition refund from lenders or schools, or discharge of a loan entirely.		N		X	X		H
Discharge	225	Ability to produce monthly/adhoc reports which capture the status of discharge claims.	(reporting requirement)	Y					
Discharge	226	Ability to send discharge applications/letters to a borrower.		N		X	X	X	H
Litigation	227	Ability to transmit information with DOJ.		Y		X	X	X	H
Litigation	228	Ability to track an account while it is with DOJ.		Y	Quester may not include all of the status codes for tracking an account with DOJ.				H
Bankruptcy*	229	Inhibit the system from performing collection activities during the Automatic Stay Period (i.e. letters, notices).		N		X			H
Bankruptcy*	230	The system should have an Adversary/Bankruptcy profile screen.		N			X		H
Bankruptcy*	231	Alerts notifying a user that a bankruptcy is pending on an account.		Y	No auto alerts in Quester.	X	X		H
Bankruptcy*	232	If an account is closed and the account is owned by ECMC, the system needs to transfer any accidental payments (made by a borrower to ED) to ECMC without placing the payment in suspense.		Y		X		X	H
Bankruptcy*	233	Ability to accept returns from ECMC without rejecting the returns as duplicate accounts.		Y		X		X	H
Bankruptcy*	234	Ability to access and/or perform data matching with the Banko system.		Y		X		X	H

# Discharge



Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Closed Schools*	235	Require eight digit SID number on closed school applications.	(operational requirement)	N		X		X	H
Closed Schools*	236	Create an interface between PEPS and the collection system.		Y				X	H
Closed Schools*	237	Require SLPC transfer Closed School Discharge supporting documentation electronically, before ED renders a decision.	(operational requirement)	Y		X	X	X	H
Discharge*	238	Ability for borrowers to complete and submit discharge forms via the web.		Y		X	X	X	H
Discharge*	239	Ability to view discharge forms submitted via the web on-line.		Y		X	X	X	H
Discharge*	240	Establish central facility for imaging and receiving documents.	(imaging requirement)	Y		X		X	H
Discharge*	241	Ability to scan and attach supporting documentation to an account in the system.	(imaging requirement)	Y		X	X	X	H
Discharge*	242	Incorporate workflow for servicing discharges. (i.e. tracking expiration dates, automatic letters, alerts).		Y		X	X	X	H
Discharge*	243	The new system should have the ability to perform actions on the discharge at the debt level (sending letters, applying refunds, etc.).		N					H
Discharge*	244	Automation of account maintenance (i.e. credit bureau reporting, calculating refunds, closing accounts).		N		X		X	H
Litigation*	245	In situations where a borrower has multiple debts – the new collection system should have the ability to treat each debt separately (debt level tracking) between DOJ and ED. This will allow for 1) proper allocation of payments to DOJ held loans and ED held loans 2) Protection for DOJ accounts 3) allow for certification at the debt level for ED accts. The system should also be able to extract a payment history by debt, to send letters by debt if necessary, etc.		Y		X		X	H

# Discharge

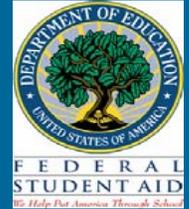


Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Litigation*	246	The system should have a Litigation profile screen. If DOJ secures judgment, the new system should have data fields that store critical information (details, verdict, dates, court, etc.).		Y	Quester may not include all of the fields.		X	X	H
Litigation*	247	The system should evaluate an account according to criteria established for litigation cases when it is submitted by a PCA, and alert FSA when an edit fails.		Y		X		X	H
Litigation*	248	Ability to create and transmit electronic Litigation Packages between PCA, FSA, and DOJ.		Y		X	X	X	H
Litigation*	249	The system should be able to automatically remove Guaranty Agency fees before a PCA submits a litigation package to ED.	(data conversion requirement)	Y		X			H
Litigation*	250	Automatic Decertification (AWG, TOP) of debts in litigation.		N		X			H
Bankruptcy/ Litigation*	251	Automated workflows for both the bankruptcy and litigation processes (i.e. (1) flags notifying FSA that required documentation is missing, (2) status codes for the various phases of the processes.)		Y	Quester currently does not have flags to notify users of missing information.	X	X		H
Bankruptcy/ Litigation*	252	Ability to transmit data with DOJ/ECMC/PCA/NPC electronically. Ability for DOJ to electronically send payment transactions (SF1081) and payment information to NPC. Ability for DOJ to submit administrative requests to FSA on-line.		Y		X	X	X	H



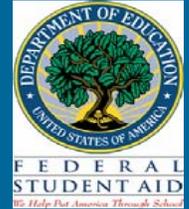
# Consolidation/Rehabilitation

Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Consolidation	253	There should be a minimum amount needed for consolidation/rehabilitation.		N		X			H
Consolidation	254	After consolidation, the original loan is no longer eligible for cancellation due to bankruptcy or disability.		N		X			H
Consolidation	255	Perkins loans cannot be consolidated under FFEL Consolidation unless the consolidation includes at least one Direct Loan, FFEL, or FISL loan. Although this is a regulation, the existing software does not prevent this from occurring.		Y	Quester only handles GSL loan types.	X			H
Consolidation	256	Ability to calculate the Interest and fees owed at the time of consolidation into the principal amount.		N		X			H
Rehabilitation	257	Ability to automatically rehabilitate a Direct Loan once eligibility requirements are met.		Y	Quester only handles GSL loan types.	X		X	H
Rehabilitation	258	Ability to identify rehabbed accounts and prepare an electronic transfer file for DLSS.		Y		X	X	X	H
Rehabilitation	259	Ability to identify accounts and prepare an electronic sale package for SallieMae		Y		X	X	X	H
Rehabilitation	260	If the borrower's monthly payment amount is less than predetermined percentage of the rehabbed balance (P&I only), the PCA will receive an admin fee rather than a commission.		Y		X			H
Rehabilitation	261	Direct Loans should not be included in any rehab sale package. If an account includes both FFEL and Direct Loans, the PCA should prepare a sale package for just the FFEL loans. The Direct Loans will automatically be rehabbed.		Y	Quester only handles GSL loan types.	X			H
Consolidation/Rehabilitation	262	Ability to update a borrower's Credit Record to reflect the current status.		N		X	X	X	H
Consolidation/Rehabilitation	263	If any payment is more than 15 days late or a check is returned the consecutive months paid counter starts over. If this should occur the borrower would need to make the necessary consecutive, timely, monthly payments from that time.		N		X			H



# Consolidation/Rehabilitation

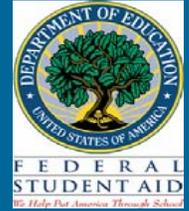
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Consolidation/Rehabilitation	264	Administrative Wage Garnishment and Federal Employee Defaulter accounts that are currently being offset or garnished can participate only if the monthly payments are made in addition to the offset or garnishment.		N		X			H
Consolidation/Rehabilitation	265	Ability to generate letters notifying the borrower of the benefits and eligibility requirements for consolidation/rehabilitation.		Y	Quester may not include all of the requirements for consolidation/rehabilitation.	X		X	H
Consolidation/Rehabilitation	266	Ability to recall an account from the PCA.		N		X		X	H
Consolidation/Rehabilitation	267	Commissions for both Consolidations and Rehabilitations are reported on commission reports	(reporting requirement)	Y		X		X	H
Consolidation/Rehabilitation	268	Ability to determine if a borrower is eligible for consolidation/rehabilitation.		Y	Quester may not include all of the requirements for consolidation/rehabilitation.	X		X	H
Consolidation*	269	A summary "talk-off" screen should be available to system users which displays information surrounding the Consolidation (payoff balance, new consolidation balance, lowest approved compromise balance, etc.)		Y	Quester may not include all of the data fields.	X	X		H
Consolidation*	270	Augment 'physical' application process. Allow system users to initiate a Direct Consolidation application automatically at the borrower's request, or to schedule the automatic initiation of an application once borrower qualifies. Application data would be gleaned from DMCS and sent electronically to DL. Finally a promissory note would be produced which would require the borrower's signature to make consolidation official.		Y	Quester only handles GSL loan types.	X	X	X	M



# Consolidation/Rehabilitation

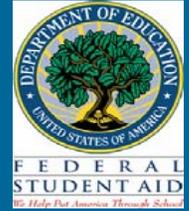
Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Consolidation*	271	The system must accept electronic payments from both Direct Loans and FFEL lenders whose volume warrants it.  Every Consolidation payment transaction should include as part of its detail record a code (hyperlink that links to table that provides detail information on the particular lender) that identifies the consolidating lender. Users should be able to easily access this information in the event a refund is needed or the borrower forgets who his new lender is.		Y		X	X	X	M
Consolidation*	272	Before any payment is applied, the system should calculate the correct amount of collection costs owed on the account/debt in question. If the costs owed are less than what would normally be deducted from the payment, then only the amount actually owed should be deducted from the payment. In this way, the credit balance or overpayment that results will be the true amount by which the account was overpaid.		Y		X		X	H
Consolidation*	273	Before a consolidation payment is applied, the system should determine whether or not it will be sufficient to pay all P, I and Costs. If not, it should figure out the correct proportion that can be applied to P&I, and then assess and pay costs as a percent of that. The balance remaining will be P and/or I, and subsequent interest accruals and fees/costs will be correct.		Y		X		X	H
Consolidation*	274	Collection costs should be calculated based on a number of criteria: Payment type (consolidation or rehabilitation—we do not charge borrowers a fee at all on Rehabilitation); Consolidation program (Direct or FFEL—we pay a different commission rate based on the lender and should therefore be able to assess fees appropriately); Collection agency (we pay a different rate to different agencies—a higher rate to the 97 contractors, for example)		Y		X		X	H

# Consolidation/Rehabilitation



Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Consolidation*	275	Upon receipt of a Consolidation payment, the system should immediately calculate the correct payoff, and, if the payment received is larger than the correct payoff, the system should automatically issue a refund to the consolidating lender. In the case of electronic payments, the overpayment would be returned electronically.  Overpayments on Direct Consolidations should be returned via the SF1081.		Y		X		X	H
Consolidation*	276	If the Consolidation payment is insufficient to pay the debt(s) in full, the system will automatically generate a supplemental payoff request to the consolidation lender.		Y		X			H
Consolidation*	277	Once an account has been paid (or overpaid) it should be flagged so that subsequent voluntary payments are automatically forwarded to the new lender. That flag should be lifted if a new debt is subsequently loaded or if the balance is otherwise restored (e.g., as result of a TOP reversal)		Y		X	X		H
Consolidation*	278	Before any commission is awarded the system should check to ensure that all requirements were met at the time the account was certified. (If commission is denied, the denial reason should be reflected on a commission adjustments report.)		Y		X		X	H
Rehabilitation*	279	The system should periodically analyze Direct Loan accounts to determine if they have been rehabbed—i.e., 12 consecutive, on-time payments of an approved amount have been made		Y		X			H
Rehabilitation*	280	ED users could manually flag an account for inclusion in the rehab transfer file even though it appears not to qualify		N		X	X		H
Rehabilitation*	281	The ability to automatically send updates to the credit bureaus, NSLDS, and DLSS.		Y		X	X	X	H

# Consolidation/Rehabilitation



Business Area	Item Number	High Level Function	Comments/ Assumptions	Gap (Y/N)	Comments on Gaps	BR (Business Requirement)	FR (GUI requirement)	IR (Interface Requirement)	Priority(H/M/L)
Rehabilitation*	282	DLSS should be able to automatically initiate recall process electronically and more frequently than monthly. No Collections assistance should be required to effect a recall.		Y	Quarter only handles GSL loan types.	X	X	X	M
Rehabilitation*	283	Upon transfer of all loans in a borrower's account, the system should flag the account so that subsequent voluntary payments and/or credits are automatically forwarded to DLSC until either a new debt is loaded or the balance is otherwise restored.		Y		X		X	M
Rehabilitation*	284	New system should largely emulate the current stand-alone process: Users would be able to flag accounts for inclusion in a rehab sale as soon as the signed agreement letter is received; On a periodic basis (probably weekly) flagged accounts would be automatically checked for eligibility. Eligible accounts would be included in an electronic sale file to be transmitted to SallieMae; ED users could flag accounts for "override" inclusion—i.e., acct would be included in next sweep even though it appears not to qualify; System would store the cutoff date for future reference; Users could run reports to list items picked up for sale in any given sweep, and items still flagged but not yet eligible.		Y		X	X	X	H
Rehabilitation*	285	Need the ability to forward payments received after the sale cutoff date to Sallie Mae or refunded to the borrower.		Y		X	X	X	H

# Appendix B



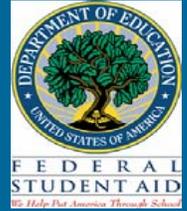
## Technical Requirements Gap Details

# Appendix C



## Mitigation Strategy for Technical Gaps

# Application Architecture



## **GAP**

- There is a knowledge gap for how Raytheon's use of Enterprise Java Beans (EJB) version 2.0 will perform.
- The performance of the EJBs has only been 10% tested while the application architecture is 75% complete.

## **Risk**

- Due to the fact that EJB 2.0 is a new specification and only a few application server vendors are compliant with the specification, there are no projects within the Department of Education that have implemented this exact persistence strategy in a large-scale application environment. The EJB 2.0 Entity Beans using container management persistence and local references could result in performance issues.

## **Mitigation Strategy**

- Performance test EJBs.
- Application tune the EJBs.
- Provide alternative access methods (e.g. JDBC, BMP, & JDO).
- Tune the Database.



# Database – Archive and Restore

## **GAP**

- While Raytheon has engineered their database correctly using Oracle 8.1.7, the GA application does not have archiving and restoration functionality.
- 0% complete for Archive/Restore and 75% complete for database.

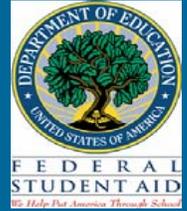
## **Risk**

- Performance of the database could degrade without an archiving strategy.

## **Mitigation Strategy**

- A team will be required to gather requirements, design, build, test, and deliver an archive/restoration solution.

# Workflow Management



## **GAP**

- The Raytheon GA application has hard-coded workflow rules (through the use of EJBs) instead of using an object oriented workflow engine.
- 25% complete.

## **Risk**

- Without a proper workflow engine, authors will not be able to refine business processes without having to undertake new development activities. In addition, requirements to track, monitor, and measure process productivity and effectiveness will not be met.

## **Mitigation Strategy**

- A third party workflow engine, that allows for flexible, new development of business processes and the measuring of process productivity, should be selected and implemented in place of the hard-coded rules.

# Document Management



## **GAP**

- The new Raytheon GA application does not have the ability to attach or view imaged documents (i.e. Promissory Notes and other loan records) to a borrowers account.
- In addition, the Raytheon GA application has not yet been integrated with a 3rd party letter generation tool.
- 20% complete.

## **Risk**

- A paper based system would result in long delays to acquire supporting documentation and human error in losing borrower information.
- Without a letter generation tool, the system will have to be customized to maintain numerous letter templates and generate thousands of letters per day.

## **Mitigation Strategy**

- Quester must be integrated with the current Raytheon document generation tool, Pres by Printsoft. A new document viewing architecture must be designed, built, tested, and deployed.

# Security



## **GAP**

- Raytheon has not designed the the GA application to meet FSA security standards.
- The FSA security policy is in draft format.
- 15% complete.

## **Risk**

- If a new security plan is not finalized quickly, then the Raytheon GA application will fail to meet FSA regulatory security requirements and deployment of the Quester application will be affected.

## **Mitigation Strategy**

- FSA is currently designing a new security plan. Once the plan is finalized, ensure that all security features shall be incorporated into Quester.

# Conversion



## **GAP**

- Raytheon does not have a conversion plan or proven experience with converting the Integrated Database Management System (IDMS) data to a relational database.
- 0% complete.

## **Risk**

- Without proper conversion, the new Quester application cannot be deployed

## **Mitigation Strategy**

- In order to complete the conversion effort in time for testing and deployment of the new collections system, a task order may need to be created for the analysis, organization, and scrubbing of data. Additionally, a detailed conversion tool evaluation should begin immediately.



# Interfaces (File Transfers)

## **GAP**

- The new Raytheon GA application contains java objects to load data from its trading partners. However, the data exchange interfaces are currently under development.
- Raytheon has no experience interfacing with Siebel
- 10% complete.

## **Risk**

- Without proper data flow between the new Quester application and its internal and external trading partners, the new application will not be able to function properly.

## **Mitigation Strategy**

- The IBM's MQ Series Bus should be leveraged as the transport mechanism for all data communication with Siebel.
- Prototype the Quester application with the MQ Series Bus and Siebel.
- Leverage the MQ Series system for all other interfaces to and from the new Quester application.

# Reporting



## **GAP**

- Raytheon has purchased the Actuate reporting engine and designer for the new GA application. The tool, with its selected components, does not satisfy critical reporting requirements regarding data analysis, web administration, graphical drill-downs, and high availability.
- Actuate is not a Modernization Partner standard for reporting tools.
- 5% complete.

## **Risk**

- Actuate does not meet all of the reporting functional requirements in its current configuration.
- Support, training, and interface issues could result as Actuate is not a Mod Partner standard tool.

## **Mitigation Strategy**

- Either upgrade Actuate to the enterprise version that meets client requirements or use the Mod Partner standard reporting tool MicroStrategy.

# Performance Testing



## **GAP**

- Raytheon has not performance tested batch jobs or up to 1000 concurrent users (brief testing up to 250 users was done).
- Additionally, enterprise wide performance testing (SLPC, NPC, EAI and Siebel) has not been completed.
- There is currently no performance test plan or strategy documented.
- 5% complete.

## **Risk**

- Without enterprise wide performance testing, unknown issues could affect the deployment of the system (e.g database contention, hardware failure, transmission failure of messages, high response times for functionality, etc.).

## **Mitigation Strategy**

- Leverage ITA's proven performance testing strategy using Mercury Interactive LoadRunner.

# Data Hosting



## **GAP**

- While Raytheon is developing a new data hosting facility and has hosted the FFEL application before, it does not currently have a completed data hosting facility.
- 0% complete.

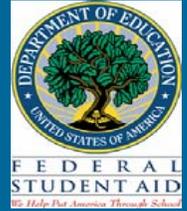
## **Risk**

- A robust hosting facility must be selected or potential system downtime could occur.
- The selection process of identifying a hosting center can delay deployment.

## **Mitigation Strategy**

- A data hosting evaluation will need to be performed to select a robust hosting center.

# Training



## **GAP**

- A formal training program, including class curriculum, training application, and training facility, has not been developed for the new application.
- 0% complete.

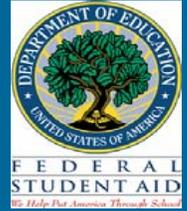
## **Risk**

- End users of the Raytheon GA application and associated tools will not be properly trained, and therefore will not have the proper skill set to operate the system.

## **Mitigation Strategy**

- Work with Raytheon to develop a new training program for the Quester application.

# Help Desk



## **GAP**

- There is currently no Help Desk system developed for the Quester application.
- 0% complete.

## **Risk**

- Without technical support for the Quester application and associated tools, the application cannot be properly supported.

## **Mitigation Strategy**

- Work with Raytheon's Help Desk team to ensure that all requirements set forth by the DMCS Replacement project are met.

# Appendix D



## “As-Is” Functional Specification

# Appendix E



## “As-Is” Technical Specification